



Position Description	
Job Details	
Position Title: Department Administrator	
Year: 2018	
Stream/Function/Department:	RIDBC VisionEd
Reports directly to: Manager, VisionEd	Direct Reports: Nil
Background Information	
Qualifications	<i>Undergraduate</i>
	<i>Postgraduate</i>
	<i>Other</i>
Administration or Secretarial Cert IV or Diploma would be desirable but not essential.	
Main Purpose	
<ul style="list-style-type: none"> The Department Administrator is the first point of contact for the VisionEd Department, ensuring it is promoted as a high quality, professional service. The Department Administrator provides secretarial and administrative support to the Manager VisionEd, SSS(VI), AFP, Resource Team (VI) and ELP(VI) to ensure the best outcome for VisionEd clients. The Department Administrator should conform to the highest standards of professionalism for written and verbal communications, record keeping, office management and accurate data base maintenance. 	
RIDBC Mission	
By providing quality and innovative education and other services, RIDBC will achieve the best outcomes for current and future generations with hearing and/or vision loss throughout Australia.	
RIDBC Values	
<ul style="list-style-type: none"> Innovative Share knowledge Respectful to all people 	<ul style="list-style-type: none"> Ethical Child & family focussed Strives for high quality

Key Responsibilities	Performance Indicators
The position has responsibility for the day to day operation and office management for VisionEd.	<ul style="list-style-type: none"> Responsive to staff and family needs in a timely and professional manner. Regular upkeep and ordering of stationery, office, printing and staffroom supplies Timely ordering, delivery and handling of all VisionEd purchase orders, updating records of suppliers and forwarding of invoices to

	<p>accounts.</p> <ul style="list-style-type: none"> • Email job orders for any repairs, maintenance work etc with Property Helpdesk or IT service desk as they arise and follow up as required. • Process incoming and outgoing mail on a daily basis • Timely notification of cancellations to families, staff and schools. • Daily notification of staff absences. • Timely notification of all accident and incident reports to the VisionEd Manager and Director of Service Delivery's Executive Assistant.
Carry out day to day secretarial and administrative duties to Manager and staff of VisionEd.	<ul style="list-style-type: none"> • Maintain accurate records of staff and student enrolments • Filing of incoming reports and other paperwork. • Distribution of incoming reports to appropriate staff. • Distribution of outgoing reports to families and relevant professionals as per families consent. • Managing electronic folders on V drive. • Collate and forward monthly interpreter statistics to Community Liaison Officer. • Prepare, create and compose letters, flyers and other documents in consultation with Manager, VisionEd. • Assist in planning and preparing for meetings and other group sessions as required. • Mail out of annual service evaluation forms and Personal Information updates to all VisionEd families. • Support VisionEd staff with new administrative processes.
Processing of enquiries and new referrals	<ul style="list-style-type: none"> • All enquiries and new referrals to be referred to appropriate section Coordinator or VisionEd Manager in a timely manner.
Petty Cash management	<ul style="list-style-type: none"> • Accurate account keeping and reimbursement to staff.
Maintenance of all client files, data base and archiving	<ul style="list-style-type: none"> • Additions and change of details for families and schools to be maintained on data base and the child/student's personal file. • Archiving of files carried out on a regular basis.
Ongoing and timely processing of new admissions, transfers and discharges for all VisionEd services	<ul style="list-style-type: none"> • Assist with collection of relevant paperwork for processing of new enrolments. • Enter new enrolments, discharges onto

	<p>PRISM database.</p> <ul style="list-style-type: none"> Send out confirmation of enrolment letters to families/schools.
Maintenance of School Category Billing	<ul style="list-style-type: none"> Submit SSS (VI) students and school listing to Accounts annually or as changes are notified for billing.
Development and maintenance of effective and efficient administrative and secretarial procedures	Any procedure deemed inefficient to be reassessed in collaboration with VisionEd Manager.
Attend meetings, consultations and professional development activities as required.	<p>Attendance as required.</p> <p>Schedule meetings / appointments with VisionEd staff in consultation with the VisionEd Manager.</p> <p>Organise agendas / minutes for the meetings in consultation with VisionEd Manager.</p>
Communicate with referring external agencies, parents and visitors about RIDBC VisionEd services and students	<p>Communicate positively and professionally about RIDBC VisionEd services</p> <p>Provide information on students as requested from external agencies ensuring confidentiality and authorisations for information exchange have been given by parents</p>
Follow RIDBC values, policies, procedures and statutory obligations	Be familiar with and guided by RIDBC policies, procedures and statutory obligations in every aspect of the position.
Ensure a safe working environment	All Workplace health and safety programs are followed to ensure a safe working environment for self and others.

Knowledge, skills and experience – Required to perform this role

- Minimum 5 years secretarial or admin experience
- Previous experience working with a team of educators/health professionals would be desirable.
- Basic accounting skills
- Computer skills including working knowledge of Microsoft Office suite, Internet and data base maintenance.
- Excellent written and verbal communication skills, including the capacity to handle sensitive matters with tact and diplomacy.
- Good team member with excellent communication skills
- Service and delivery oriented
- Willingness to learn about the organisation and support the charitable ethos of the organisation.
- Comply with privacy requirements in the handling of confidential material.
- Excellent organisational and time management skills
- Working with children check
- Compliance with Child Protection Legislation.

Personal Attributes

Good team member with excellent communication skills	
Outcomes focused	
Values driven with strong personal and organization values match	
Service and delivery oriented	

Proactive and persistent	
Collaborative and consultative	

Challenges	
<i>Types of challenges</i>	<i>How the position deals with them</i>
Complex organisational work practices and diverse stakeholders with often competing priorities.	Navigate through the complex structures, show understanding and empathy with differences within RIDBC.
To be first point of contact for RIDBC VisionEd ensuring that RIDBC VisionEd is promoted as a professional service both within and externally.	Confident and positive interaction with staff and families, showing understanding and empathy in a professional manner.
To manage a fast paced environment with the ability to prioritise.	Excellent time management skills and ability to multi task.
Varied secretarial and administrative support to various sections of VisionEd	Orientation to the services of each section within VisionEd, and regular communication with section Coordinators.
To provide high quality secretarial and administrative support to the Manager and staff of VisionEd, in order to achieve best outcomes for children and their families.	Close liaison with VisionEd Manager and regular open communication with staff.

Staff member's name (print):		Date:
Staff member's signature:		

Supervisor's name (print):		Date:
Supervisor's signature:		